

# GambleAware

## Minutes of the Education & Treatment Committee

<b>DATE</b>	30 January 2018
<b>TIME</b>	10.30am to 12.30pm
<b>VENUE</b>	BBPA, 1 Aldermanbury Sq, London, EC2V 7HR

<b>PRESENT</b>	<b>INITIALS</b>	<b>NOTES</b>
Annette Dale-Perera	ADP	Trustee
Sian Griffiths	SG	Trustee (Chair)
Alan Jamieson	AJ	Trustee
Anthony Kessel	AK	Trustee
<b>IN ATTENDANCE</b>		
Iain Corby	IC	Deputy Chief Executive
Jennifer Denchie	JD	Research and Commissioning Assistant
Marc Etches	MWE	Chief Executive
Jane Rigbye	JR	Director of Commissioning
Simon Thompson	STh	Interim Director of Commissioning
Clare Wyllie	CW	Director of Research and Evaluation
Tim Miller	TM	Gambling Commission Observer
Simon Tanner	ST	RGSB Observer
<b>APOLOGIES</b>		
Joanne Higgs	JH	RGSB Observer

## **1. Welcome and apologies**

Alan Jamieson was thanked for his time as Chair of the Committee, and Sian Griffiths was welcomed as the new Chair. Sian welcomed the Committee and Observers. Apologies were received from Joanne Higgs.

## **2. Declarations of interest**

No declarations of interest were made

## **3. Minutes of the previous meeting**

Minutes of the meeting held on 19 September 2017 were agreed.

## **4. Education Activity Update**

### **a. Demos: youth education report**

The Committee felt this was a good report and approved its publication. The management team were advised to ensure this is published in such a way as it reaches the awareness of those groups we are trying to target (e.g. teachers, particularly PSHE teachers, and policy makers). ACTION – JR to discuss launch plans/event with Demos.

The Committee discussed the importance of evaluation. ACTION - JR to seek an interim report from Educari.

The Committee were keen to see what else can be done with the materials to push them out to a wide audience and evaluate their effectiveness. ACTION – JR to explore next steps with key stakeholders and others (e.g. Atlas, Fat Media)

### **b. University of Lincoln: homelessness report**

The Committee approved the publication of this report and associated tools for homelessness service providers. ACTION – JR to publish report on InfoHub resources pages.

The Committee are keen that the management team develop an implementation plan which encourages those working within homelessness services to use the tools to respond more effectively to those who may be experiencing gambling-related harm. ACTION – develop implementation plan involving project steering group members.

## **5. Education Strategy**

The Committee approved the strategy as presented, ACTION - JR advised to work with management team to draft as part of overall strategic delivery plan.

TM advised that the strategy fits well with the Gambling Commission's overarching strategic aims.

## **6. Proposals for future work**

### **a. Fast Forward**

The Committee reviewed the document and suggested that a revised proposal be submitted which outlines in greater detail the deliverables and quantified outcomes expected from the work. FF to be advised that we are aiming to deliver prevention at scale, and as such small project funding is not likely to form part of our ongoing strategic development. The Committee await Educari evaluation report in March prior to taking decision on a proposal from Fast Forward. Funding to be extended to end of June 2018 to allow for proposal development activity. ACTION – JR to work with Fast Forward to

develop a revised proposal for the Committee to consider in conjunction with both the evaluation report and the wider strategic aims relating to youth education.

#### **b. Newport CAB**

TM noted his interest as the Chair of Coventry CAB

The proposal from Newport CAB was reviewed. The Committee advised that conversations should be sought with the national CAB network in conjunction with Newport CAB with the aim of developing a nationally led proposal which builds on the Newport CAB work in a number of other regions. ACTION – JR to extend funding of Newport CAB project to the end of June. ACTION - JR/MWE to pursue a meeting with CEO of Citizen's Advice.

### **7. Public Awareness Campaign and Advertising**

IC updated the Committee on progress with the Public Awareness Campaign. The Committee advised that the Campaign Board should seek to be perceived as independent from the industries involved (gambling and advertising) and as such representatives of these industries should be asked to act as observers to the Campaign Board. ACTION - MWE to take forward discussions around governance with the minister and DCMS.

### **8. Treatment System Update**

STh updated the Committee on progress towards developing the treatment system pathways. The Committee advised that GambleAware establish a Pathways working group (ACTION – STh) and a programme of performance reviews within an agreed quality framework (ACTION –STh)

The Committee agreed to fund the proposal for development of the Common Screening Tool (ACTION – STh)

The Committee agreed to fund a request from GamCare to add a Head of Clinical Services to the team (ACTION – STh)

### **9. Treatment System – follow up from away day**

The Committee agreed the strategy in principle but advised that demanding KPIs must be agreed by the Committee in due course.

### **10. Any other business**

The Committee would like to review its Terms of Reference ACTION – MWE to bring ToR to next Committee meeting.

# GambleAware

## Minutes of the Education & Treatment Committee

<b>DATE</b>	Tuesday 1 May 2018
<b>TIME</b>	10.30am to 12.30pm
<b>VENUE</b>	BBPA, Ground Floor, Brewers' Hall, Aldermanbury Square, London EC2V 7HR

<b>PRESENT</b>	<b>INITIALS</b>	<b>NOTES</b>
Sian Griffiths	SG	Trustee (Chair)
Anthony Kessel	AK	Trustee
<b>IN ATTENDANCE</b>		
Iain Corby	IC	Deputy Chief Executive
Jennifer Denchie	JD	Education Officer (minutes)
Marc Etches	MWE	Chief Executive
Joanne Higgs	JH	RGSB Observer
John McCracken	JM	Director of Commissioning
Marguerite Regan	MR	Observer
Jane Rigbye	JR	Director of Education
Simon Tanner	ST	RGSB Observer
<b>APOLOGIES</b>		
Annette Dale Perera	ADP	Trustee
Alan Jamieson	AJ	Trustee

## **1. Welcome**

SG welcomed the Committee and Observers. JM was welcomed and introduced as the newly appointed Director of Commissioning.

## **2. Apologies and Declarations of interest**

Apologies were received from AJ and ADP. No declarations of interest were made.

## **3. Minutes of the previous meeting**

Minutes of the meeting held on 30 January 2018 were agreed.

### **Summary of Action Points from previous meeting**

4b: University of Lincoln homelessness report: GambleAware to in future request from researchers and project lead an information sheet/one pager outlining the findings/impacts/summarising the work they have done for a wider audience.

## **4. Matters arising**

None.

## **5. Terms of reference**

The Committee reviewed and approved the ToR as presented, subject to the following amendments.

Clause 1.6: To be redrafted to clarify when a non-disclosure agreement is needed to ensure confidentiality.

All references to 'Responsible Gambling Trust' to be changed to 'GambleAware'.

All references to 'Director of Commissioning' to also include the 'Director of Education'.

**ACTION: MWE to amend the Terms of Reference as agreed by the Committee.**

## **6. Treatment Programme update**

The Committee discussed the need for developing a common set of KPIs for monitoring across all three commissioned treatment providers.

**ACTION: JM to include the common screening tool (CST) on the agenda for a future Committee meeting, including a briefing sheet on the history of the CST and extend invite to David Best to present to the Committee.**

**ACTION: JM to provide costings for an external validation of CST and for the software and hardware requirements to support Data capture and analysis.**

## **7. Leeds Hub**

JM to present detailed proposals developed in partnership with partners to the Committee and to capture some detail of the history of CST and costing details.

**ACTION: Leeds Hub to be an agenda item at next committee or to update the Board.**

## **8. SWOT analysis**

The paper was presented as read and the Committee were asked to prepare comments for future discussion.

**ACTION: to include SWOT analysis as an agenda item for future meeting.**

**9. Analysis of DRF data**

Item 9 was deferred until the next meeting.

**10. Data and data system development**

Item 10 was deferred until the next meeting.

**11. Education programme update**

The paper was presented as read. The Committee discussed disseminating relevant findings of education projects to wider audiences e.g. local government authorities.

**ACTION: JR to circulate finalised proposals for the Fast Forward project to members of the Committee in May 2018.**

**12. Education evaluation – Fast Forward and Demos**

The Committee approved the evaluation paper with suggested recommendations to formatting.

Evaluation report to be presented to the Board at the next meeting.

**ACTION: JR to publish the report with reference to particular areas of interest.**

**ACTION: JR to invite Richard Ives to a future committee meeting to discuss next steps and conclusions of the current project.**

**13. Fat Media – website development proposal**

The Committee approved the finding request of up to £30,000 to work with FatMedia to increase the number of stakeholders and group sessions delivered.

**14. Safer gambling campaign update**

The paper was noted as presented.

## Summary of action points

Item	Agenda Description	Action	Status	Owner
3	Matters Arising – University of Lincoln	Request one-page summary of all future initiatives	Ongoing	JR
5	Terms of Reference	Amend ToR	Completed	MWE
6	Treatment Programme Update	Include CST on future agenda	Ongoing	JMC
7	Leeds Hub	Bring proposal to a future meeting	Ongoing	JMC
8	SWOT Analysis	Trustees to prepare thoughts on SWOT analysis for a future meeting	Ongoing	JMC/all
11	Education Programme Update - Fast Forward	Circulate revised proposal	Completed	JR
12	Educari evaluation	Publish Educari report and invite Richard Ives to a future meeting	Completed	JR

# GambleAware

## Minutes of the Education & Treatment Committee

<b>DATE</b>	Wednesday 25 July 2018
<b>TIME</b>	10.30am to 12.30pm
<b>VENUE</b>	BBPA, Ground Floor, Brewers' Hall, Aldermanbury Square, London EC2V 7HR

<b>PRESENT</b>	<b>INITIALS</b>	<b>NOTES</b>
Sian Griffiths	SG	Trustee (Chair)
Anthony Kessel	AK	Trustee
Alan Jamieson	AJ	Trustee
Michelle Highman	MH	Trustee
<b>IN ATTENDANCE</b>		
Marc Etches	MWE	Chief Executive
Iain Corby	IC	Deputy Chief Executive
John McCracken	JM	Director of Commissioning
Jane Rigbye	JR	Director of Education
Ruth Champion	RC	Commissioning Manager
Jennifer Denchie	JD	Education Officer (minutes)
Joanne Higgs	JH	RGSB Observer
Simon Tanner	ST	RGSB Observer

### **1. Welcome**

SG welcomed the Committee and Observers. RC was welcomed and introduced as the newly appointed Commissioning Manager on a fixed term contract. AJ was thanked for his service as a Trustee and member of the Committee.

### **2. Apologies and Declarations of interest**

There were no apologies received and no declarations of interest were made.

### **3. Minutes of the previous meeting**

Minutes of the meeting held on 1 May 2018 were agreed.

### **4. Matters arising**

None.

### **5. Commissioning Principles & Establishing Strategic Partnerships**

MWE briefed the Committee on the importance of outlining a common decision process for commissioning projects across the organisation.

The Committee decided that GambleAware should circulate a draft a policy to the full Board in September 2018 outlining the decision process for commissioning new projects, with a view to publishing this. Trustees will discuss and agree a set of underlying principles for anything GambleAware wishes to commission, recognising that there will be exceptions. When proposals are circulated for approval a clear covering note is needed to demonstrate the history of the relationship with the organisation.

## **Treatment**

### **6. Treatment Programme Update**

The paper was noted as presented.

ACTION: JM to provide the Committee with the main findings of the GamCare governance review once completed.

### **7. National Gambling Treatment Service**

The paper was noted as presented.

The Committee approved further work to be undertaken to create a National Gambling Treatment Service brand that could be taken to the Board for final sign-off. The Committee agreed that this should include research to finalise the name and create the brand, so that it would be relevant to users of the service, and treatment providers, and resonate with the names of other addiction services.

### **8. Data Reporting Framework (DRF)**

The paper was noted as presented.

The Committee approved the resumption of work by ViewIt, within the budget approved for this work by the Board on 30 March 2018. The Committee requested a timeline of events and details for all work done for GambleAware on this project to date including: DRF data collection, past and current work in progress and the next steps.

### **9. Family support proposal - Adfam**

The Committee approved the proposal by AdFam, to improve the support given to the people affected by the problem gambling of a family member or friend.

It was agreed that GambleAware would help develop an evaluation brief and fund evaluation of the project.

The Committee acknowledged that the Board would be invited to approve funding to develop bereavement counselling which would also be subject to evaluation.

## **Education**

### **10. Education Programme Update**

JR provided an update to the committee on the projects concerning young people and families and workforce development.

IC provided an update on promotion and advertising. The Committee have asked that feedback be provided on the outcomes of the stakeholder engagement activity regarding GambleAware's three websites.

The Committee approved the proposal for GambleAware to work with the PSHE Association on reviewing best practice in preventative (school-based) education. JR to circulate the full proposal to Trustees with agreed amendments.

**11. GambleAware Brief Intervention Guide and MECC+**

The Committee agreed that the Brief Intervention guide should be made visible as a resource available to the right organisations.

**12. Increasing the capacity of the Education team**

The Committee approved the recruitment of an Education Manager. A job description and person specification is to be developed and will be approved by the Remuneration Committee.

**13. Promoting the National Gambling Helpline**

In anticipation of the Safer Gambling Campaign, the Committee has approved the proposal to promote awareness of BeGambleAware.org and the National Gambling Helpline, intensively in a selected city and assess the impact on demand for advice and treatment services.

**14. Safer gambling campaign update**

The paper was noted as presented.

**15. Safer Gambling Campaign – ‘Love the Game’ proposal**

The paper was noted as presented.

**16. Any other business**

The Committee noted the recent publication from the Local Government Association. MWE agreed to explore ways in which the document could be further promoted.

**Summary of action points**

Item	Agenda Description	Action	Status	Owner
5	Commissioning Principles	Agree principles at full Board	Complete	MWE
6	Treatment Programme Update	Provide details of GamCare governance review	Ongoing	JM
8	Data Reporting Framework	Provide overview of DRF work to date	Complete	JR
9	Family Support Proposal - Adfam	Commission activity	Ongoing	JM/RC
12	Increasing capacity of the Education Team	Recruit Education Manager	Ongoing	JR/MWE
16	AOB	Support circulation of LGA document	Ongoing	MWE

# GambleAware

## Minutes of the Education & Treatment Committee

<b>DATE</b>	Tuesday 23 October 2018
<b>TIME</b>	10.30am to 12.30pm
<b>VENUE</b>	The Linnean Society, Burlington House, Piccadilly, London, W1J 0BF

<b>PRESENT</b>	<b>INITIALS</b>	<b>NOTES</b>
Sian Griffiths	SG	Trustee (Chair)
Anthony Kessel	AK	Trustee
Michelle Highman	MH	Trustee
<b>IN ATTENDANCE</b>		
Marc Etches	MWE	Chief Executive
Clare Wyllie	CW	Director of Research & Evaluation
John McCracken	JM	Director of Commissioning
Jane Rigbye	JR	Director of Education
Zoë Osmond	ZO	Campaign Advisor
Ruth Champion	RC	Commissioning Manager
Jennifer Denchie	JD	Education Officer (minutes)
Simon Tanner	ST	RGSB Observer

### 1. **Welcome**

SG welcomed the Committee and Observers. ZO was welcomed as the new GambleAware Campaign Advisor.

### 2. **Apologies and Declarations of interest**

Apologies were received from Tim Miller, Joanne Higgs and Iain Corby. No declarations of interest were made.

### 3. **Minutes of the previous meeting**

Minutes of the meeting held on 25 July 2018 were agreed.

### 4. **Matters arising**

Item 5 – Commissioning principles – The commissioning principles are to be published on GambleAware’s corporate site as these were agreed at the Board meeting held on 27 September 2018.

Item 9 – Family Support Proposal – Adfam – The grant agreement is being finalised.

Item 12 – Increasing capacity of the Education Team – Due to an unsuccessful round of recruitment, the Remuneration Committee have agreed to increase the salary of the Education Manager post in order to re-advertise for the position.

Item 16 – AOB – The LGA document will be published on GambleAware’s corporate site.

## **Treatment**

### **5. Treatment Activity Update**

The paper was presented by JM.

JM mentioned that GamCare had provided GambleAware with headlines emerging from the work on due diligence, and these would be reported to the Committee at their next meeting.

ST drew the attention of attendees to the paper which had been circulated for information regarding the RGSB Deep Dive on treatment, to which GambleAware, treatment providers, academics and others had been invited.

**ACTION: JM to provide the Committee with GamCare’s review on equity of access to face-to-face counselling across GB at the next Committee meeting, and to update them on GamCare’s due diligence work.**

**ACTION: JM to facilitate Trustee visits to treatment providers.**

### **6. Gordon Moody Association (GMA) – Grant Agreement**

The Committee agreed to extend the GMA grant agreement for a further 18 months to provide security and decrease the current organisational risk. The decision was agreed taking into consideration the planned evaluation of treatment services.

**ACTION: JM to provide Trustees with a note on the respective roles of the different elements of the national gambling treatment service.**

### **7. Northern Gambling Hub – Leeds**

The Committee approved the proposal submitted by GamCare and Leeds & York Partnership NHS Foundation Trust on the basis that there would be further refinements during the planning of implementation. It was noted that the Board would need to sign off the extra cost beyond the provision already made in the budget. SG informed the Committee that she and JM would be visiting the Leeds DPH the following month.

### **8. Computerised CBT (cCBT) proposal**

The Committee approved the proposal for computerised CBT for problem gambling and agreement for this additional activity will be sought from the Board. It was agreed that GamCare will tender for a supplier of the software and GambleAware will provide the Committee with details on an evaluation plan and timescales.

## **Recommendation for strategic partnership for treatment evaluation and research**

This additional paper was presented by CW.

The Committee agreed that this evaluation project should go to tender. CW has asked Trustees to provide recommendations of partners for organisations that have a track record of mental health and addiction experience.

### **Education**

#### **9. Education Activity Update**

The paper was presented by JR.

JR reported on the successful commencement of the Citizens Advice project on 1 October 2018 and her useful discussions with the project leads on key performance indicators and governance. JR will provide regular feedback to the Trustees as the project gets underway.

GambleAware had a positive presence at the Royal Society for Public Health (RSPH), Health & Wellbeing Awards 2018. Betknowmore UK, one of GambleAware's education funded projects (through the Association of British Bookmakers) won the Health on the High Street Award. GambleAware has built a positive relationship with the RSPH with future projects to be planned/delivered.

The Committee approved funding for GambleAware to support the Industry Group for Responsible Gambling's 'RG Week' from 1 – 7 November 2018.

#### **10. Working with strategic partners**

##### **PSHE Association**

The Committee have agreed to invite the PSHE association to develop a proposal to deliver guidance on gambling education for a range of stakeholders with a particular focus on what works best in delivering gambling education and the risks and benefits of education delivery by those with lived experience, creating best practice guidance for PSHE practitioners, schools and local authorities.

##### **Personal Finance Research Centre (PFRC)**

The Committee have agreed to invite the PFRC to develop a proposal to develop a series of guidance documents and toolkits for use in the debt advice and finance sector.

##### **ParentZone**

The Committee have agreed to invite ParentZone to develop a proposal to produce guidance for parents around key issues relating to gaming and gambling with strategic timings for publication and promotion around the year.

It was agreed that in developing future strategic partnerships, the management team will provide Trustees with details of the other contenders and clear evidence of the decision-making processes.

## 11. Criminal Justice Update

The recently completed criminal justice and armed forces projects by EPIC Risk Management are currently being evaluated by Chrysalis and due to report in December 2018.

The Committee have advised JR and JM to take a combined systems approach with education and treatment to future criminal justice and to look at this in relation to the NHS and mental health.

## 12. Safer Gambling Campaign Update

The paper was noted as presented.

## 13. Any other business

None.

### Summary of action points

Item	Agenda Description	Action	Status	Owner
5	Treatment Activity Update	Provide update on GamCare's review on access to face-to-face counselling and report on their work on due diligence	On Jan 2019 agenda	JM
5	Treatment Activity Update	Arrange Trustee visits to treatment services	Ongoing	JM
6	GMA – Grant Agreement	Provide note summarising the roles of different providers	Ongoing	JM
9	Education Activity Update	KPI reporting for key projects to form part of future updates.	Ongoing	JR
10	Working with strategic partners	Proposals to be invited	Complete – on Jan 2019 agenda	JR